

Headquarters U.S. Air Force

Integrity - Service - Excellence

**Personnel Services
Delivery
Transformation**



U.S. AIR FORCE

Briefing for Airmen

**MSgt Cheryl
Brister**

28 Mar 06



U.S. AIR FORCE

Overview

- PSD Transformation: What is it?
- What's Changing on 31 March 2006...and beyond
- How You Will Conduct Personnel Transactions In The Future
- What This Means to You
- How To Get Ready



U.S. AIR FORCE

PSD Transformation

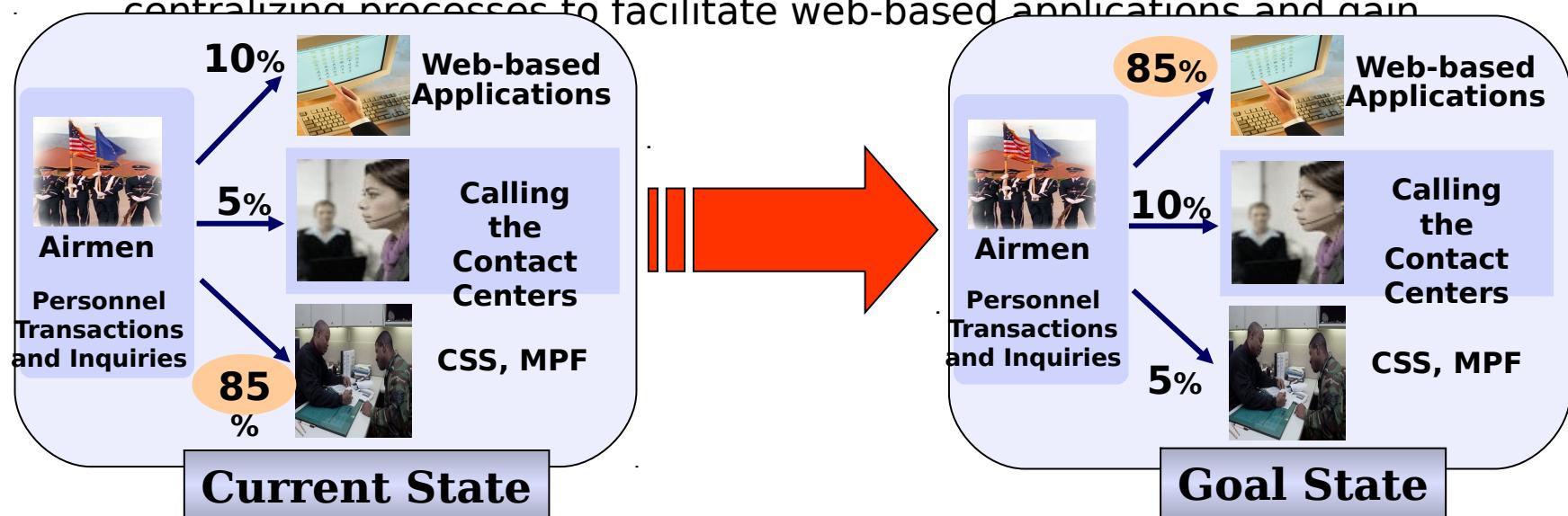


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PSD: What is it?

■ PSD Transformation is the Air Force's program to:

- **Improve accuracy** by reducing steps and enabling Airmen to interact with the Contact Center at HQ AFPC where decision makers and approval authorities reside
- **Expand capability** to a 24/7 operation where Airmen can transact business from any location with web access, a phone, or a Personnel Office
- **Save money** and **resources** as directed by SECDEF, SECAF, and CSAF by ~~centralizing processes to facilitate web-based applications and gain~~





U.S. AIR FORCE

What Does This Mean to Me?

- **Improved access to more accurate information**
 - 24/7 service via the Web and/or the Contact Center
 - World-wide access
 - Immediate access to personal data & general information
- **More direct control over career-affecting matters**
- **Less need for travel and waiting**
- **Continued access to speak directly with experts at base level and the Contact Center (800-616-3775)**



Less time waiting
means more
productivity!

Enabling
Warfighters!





Think about how Technology has Already Changed the Way we Do Business



CompuBranch



ticketmaster



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PSD: Concept isn't new



These are just a few examples of how customers are using technology

PSD Transformation continues this effort:
More services will be made available online or through a contact



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PSD:

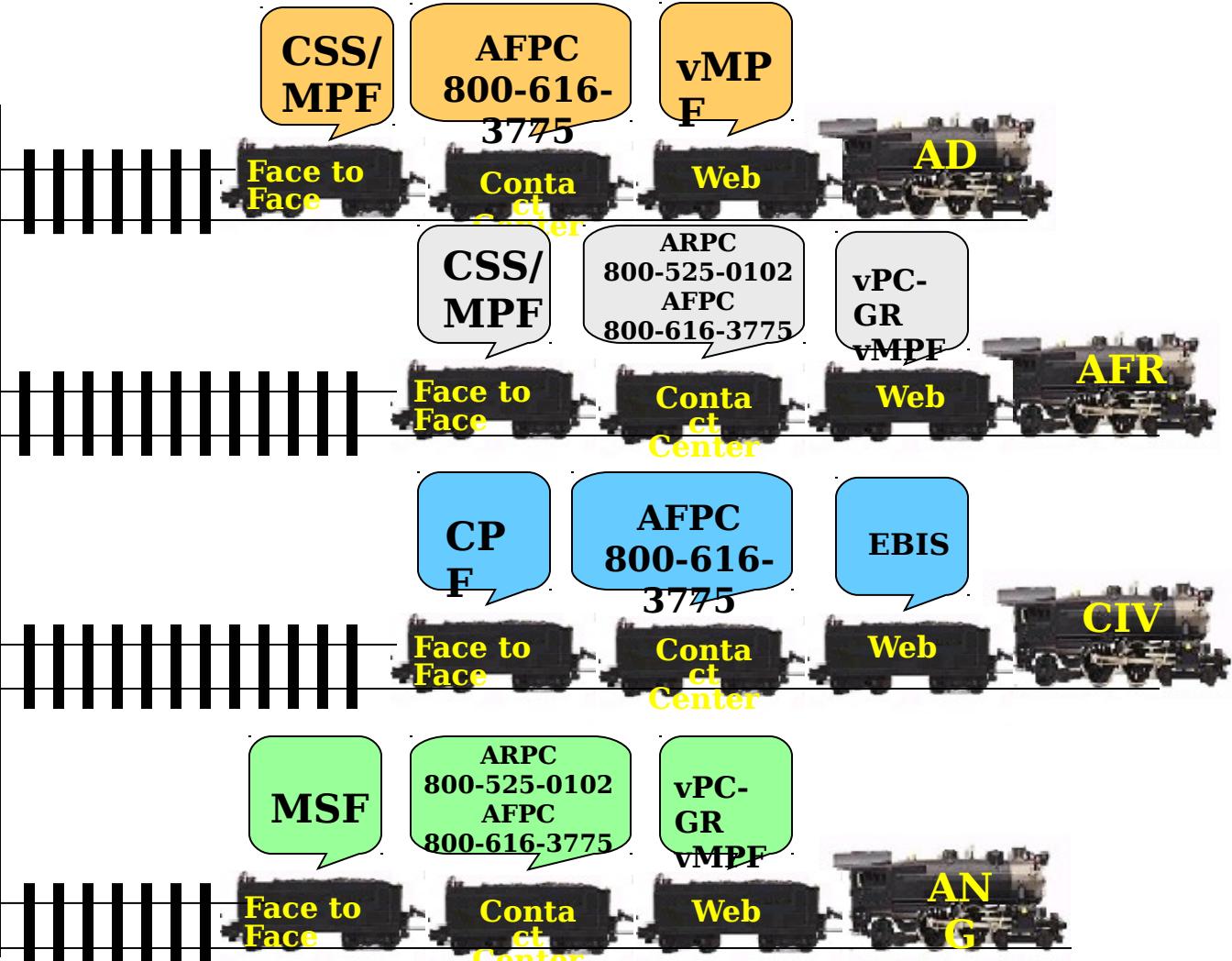
Fast moving “Improvement” Trains



PSD

Grand Central

C²





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Civilian PSD Update

- PSD applies to all Airmen (Military & Civilian)
 - Provides the framework for Civilian Personnel transformation efforts
- SES-level Strategic Session: Feb 06
 - Centralization of Transactional Services
 - Strategic/Key Advisors at Bases
- Next Steps
 - Process Design & Manpower Validation Workshops
 - NSPS Implementation
 - Classification & Manpower Integration
 - BRAC Workload Transition

Civilian Airmen - valued service providers now and in the future!



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Guard and Reserve

Update

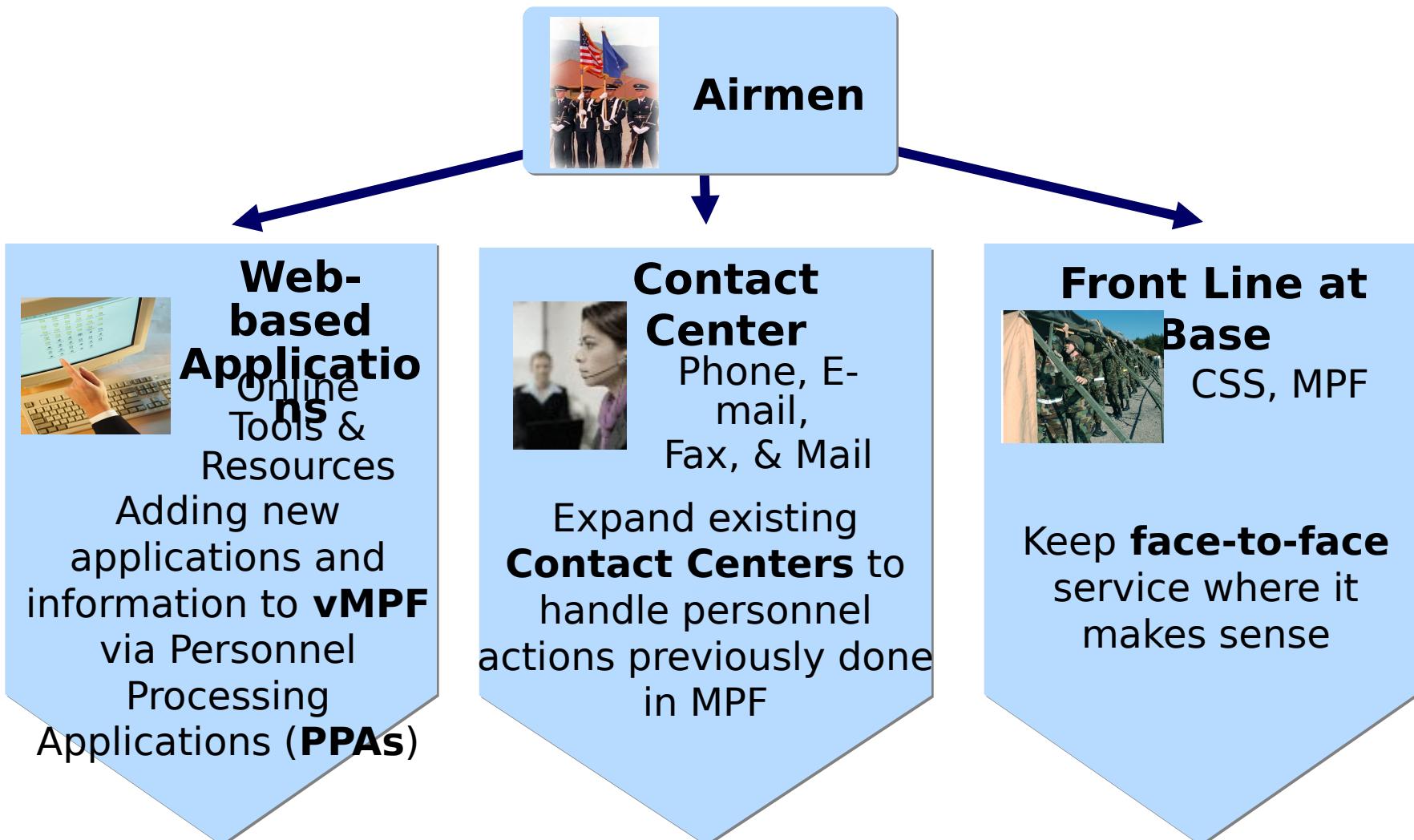
- Guard and Reserve will continue adding to online service offerings - you will be kept informed
- Current resources available:
 - vMPF and AFPC Contact Center
 - www.afpc.randolph.af.mil; 800-616-3775
 - vPC-GR and ARPC Contact Center
 - <http://arpc.afrc.af.mil/support>; 800-525-0102

Continue to use the same resources you use today...for now



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The First Step





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What's Changing for Active Duty?

These Actions Are Pulled Out of the Active Duty MPF

- **Accessions**
- **BCMRs**
- **Eval Appeals**
- **Duty History & Duty Status**
- **Retirements**
- **Retraining & Classification**

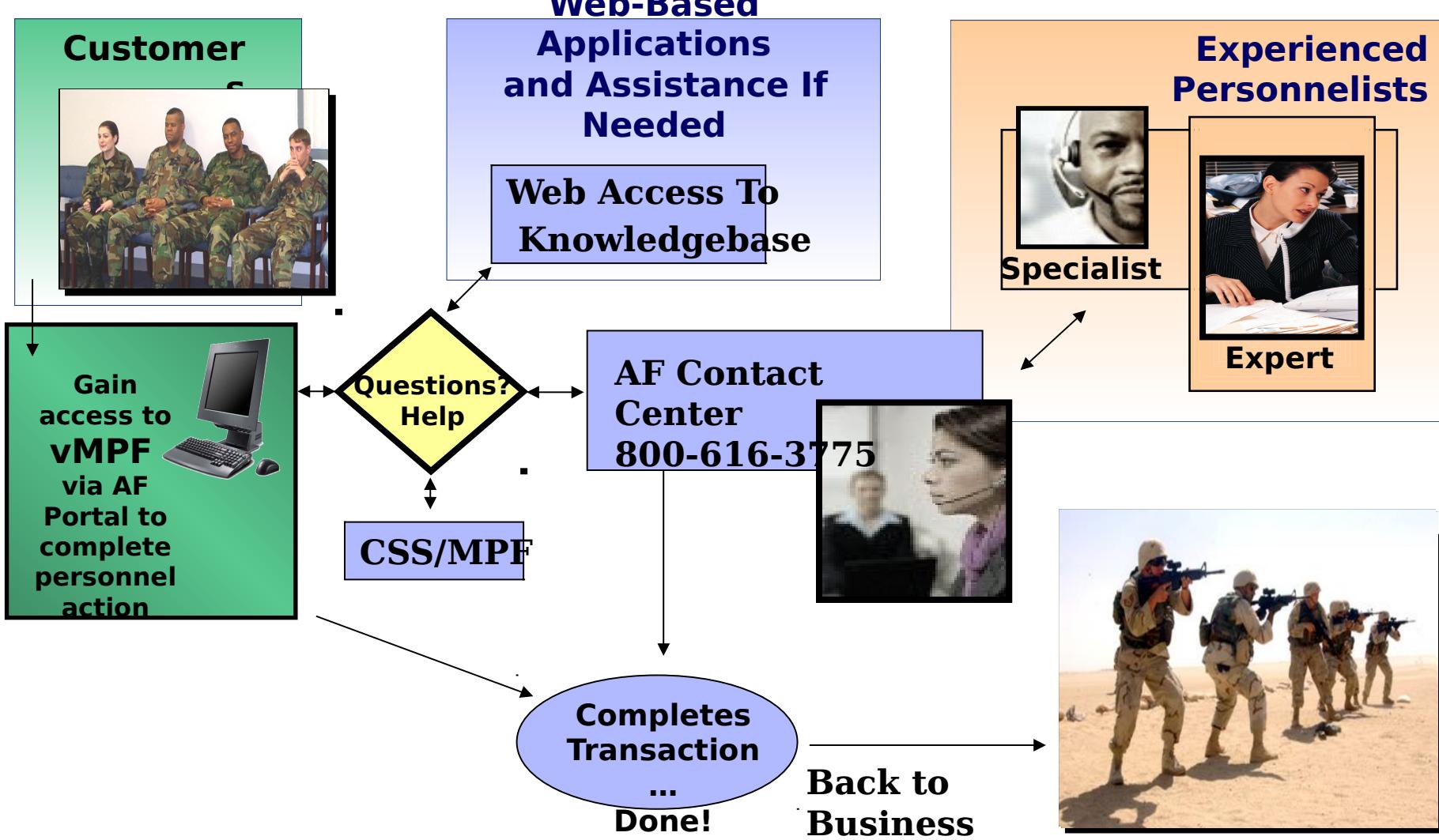
On Deck for 06-07

- **CJRs**
- **DD 214s**
- **Dream Sheets**
- **Citizenship**
- **Separations**
- **Assignments**
- **Formal Training**
- **Reenlistments**

Begins 31 March 2006



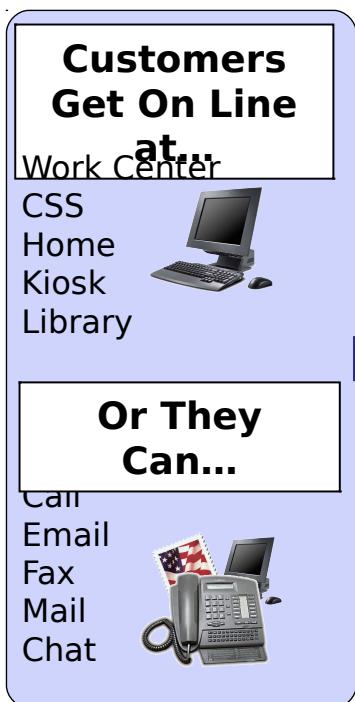
How PSD Will Work





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How PSD Will Work: Contact Center Expansion





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PSD Resources

- Creating AF PSD Handbook to include more info on Personnel processes and programs for the field
 - Will include process flowcharts
 - Step-by-Step instructions for Contact Center, MPF, CSS, etc.
 - On-line, easy navigation, hot links to references
 - Long Term Goal: Add all personnel processes and programs (even those that do not have a MilPDS update)
- Revising AFPC Website for easy user access

<https://www.afpc.randolph.af.mil/pds/>



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Testing PSD

- End-to-End customer interface and process flow
- Starting Mid-February 2006
- Isolated laboratory environment and in the field
- Emulate each “station” in the process:
 - Member, CC, CSS/MPF, Contact Ctr, AFPC
 - Isolated workstations
 - Local MPFs/CSSs to Assist
 - Stakeholders / Business Process Owner over shoulder

If it isn't fully tested/accepted, we won't field it



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How You Will Conduct Personnel Transactions In The Future



Log onto the AF Portal [www.my.af.](http://www.my.af.mil)

Select
“Life &
Career”

AF Portal

AF PORTAL

AFIM EMAIL FAVORITES COMMUNITIES MY PROFILE ALERTS

Home Workspace Air Force Bases-Orgs-Functional Areas Life & Career Library

Home

News Headlines

Air Force Link Top Stories

- > DUIs can wreck lives, careers
- > CENTAF releases daily airpower summary
- > Wynne: AF needs to recapitalize
- > Airman saves career through yoga
- > Privatized housing now available at Scott
- > CMSAF visits troops downrange
- > Mission is out of this world
- > Leaner processes working at Kirtland
- > Air Force improving production with Smart Operations 21
- > Cannon visitor explores BRAC options

Weather

Today's Forecast [detail](#)



Michael W. Wynne, Secretary of the Air Force

 NEW Read the SECAF Letter to Airmen, 6 Jan 06 (PDF 207kb)

General T. Michael Moseley, Air Force Chief of Staff

 Read his latest speech The Adaptive and Flexible Air Force for the Future

CMSAF Gerald R. Murray, Chief Master Sgt of the Air Force

 Read his latest speech Making the Grade

Finance Center Distributing Year-End Pay, Tax Statements

Service members, military spouses and annuitants and federal civilian employees paid by the Defense Finance and Accounting Service can expect to receive their 2005 tax statements by mail soon. Mailing of active-duty Army, Navy and Air Force W-2 forms won't begin until Jan. 24, but service members can access their forms on the "myPay" Web site via the Air Force Portal beginning Jan. 21.

[View Article](#)

Air Force Indexes

- Base A-Z Listing
- Organization A-Z Listing
- Functional Areas A-Z Listing
- Application A-Z Listing
- Topic A-Z Listing

What's Changed on the AF Portal? [detail](#)

- > What's Changed - Navigation
- > What's Changed - Toolbar
- > What's Changed - Search
- > What's Changed - Workspace
- > Add Content to Workspace
- > Add Applications to Workspace
- > Add AF Portal Favorites
- > What's Changed – Page Utilities
- > Get Full Details on What's Changed (1.2mb) [pdf]
- > Installations and Logistics - detailed list of changes (243kb) [doc]





Select
"Career"

AF Portal

Home **Workspace** **Air Force** **Bases-Orgs-Functional Areas** **Life & Career** **Library**

News Headlines

Air Force Link Top Stories

- DUIs can wreck lives, careers
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Weather

Today's Forecast [detail](#)

Michael W. Wynne, Secretary of Air Force

General T. Michael Moseley, Air Force Chief of Staff

CMSAF Gerald R. Murray, Chief Master Sgt of the Air Force

Career

Health

Life Matters

Money

Travel

Legal

Pay, Tax, and Benefits

Employer paid leave

Service

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AF PORTAL WHITE PAGES HELP | LOGOUT

AF Portal

Home Workspace Air Force Bases-Orgs-Functional Areas Life & Career Library

Life and Career : Career

Civilian Information Management Innovation Military Other On-Line Resources Retiree

Career

Active Duty
The Air Force Personnel Center (AFPC), has responsibility for managing active duty personnel programs such as assignments, PME, etc. [Active Duty Members](#).

Civilian Employees
The Air Force Personnel Center (AFPC) provides Air Force commanders, military members, and civilian employees with world-class civilian personnel services. [Civilian Employees](#).

Guard and Reserve
The Air Reserve Personnel Center ensures the nation always has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and Air Force augmentation. [Guard and Reserve Members](#).

PERSCO
Personnel Support for Contingency Operations ensures the Air Force can rapidly respond to any contingency and meet its primary mission--war fighting. [PERSCO](#).

Retirees and Veterans
The Air Force Personnel Center (AFPC) manages the Air Force Retiree Activities Program, the Survivor Benefit Plan, etc. [Retirees and Veterans](#).

Family Support
The Air Force Personnel Center (AFPC) provides a global responsive and diverse system of family support services for the Total Force. [Family Support Services](#).

AF Customer Service Center [+WORKSPACE](#)
1-800-616-3775

AF Customer Service Center or ... or contact 1-800-616-3775 [+detail](#)

› Air Force Customer Service Center

Military Self-Service Applications [+detail](#)

› vMPF - virtual Military Personnel Flight

› AFOQTS - Air Force Officer Qualification Test Score

› AFVEC - AF virtual Education Center

› AMS - Assignment Management System

Virtual Personnel Services Center [+WORKSPACE](#)

Top Viewed Items [+detail](#)

› Air Force Assignments

› Airmen Assignments

› Enlisted Promotions

› Enlisted Promotion Scores

› Civilian Personnel Operations

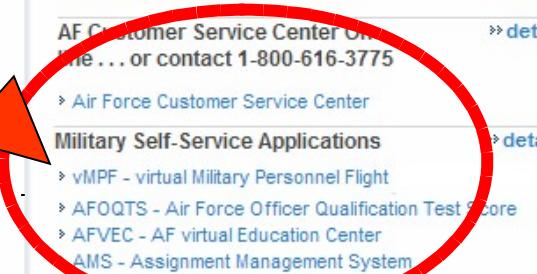
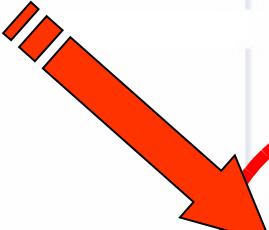
› Officer Promotions

› Awards and Decorations

Select "vMPF"

Base A-Z Listing
Organization A-Z Listing
Functional Areas A-Z Listing
Application A-Z Listing
Topic A-Z Listing

Recently Modified





Message Center



[Suspenses \(0\)](#)
0 new suspenses
0 overdue suspenses

Navigation

The following areas of the vMPF are available to you:

[Self Service Actions](#)

- [Retraining](#)

[Application Tracking](#)[Submit Tracking Number](#)

Most Popular Applications

- [Initial Assignment Briefing](#)
- [Out Processing](#)
- [Awards and Decorations](#)
- [Data Verification Brief](#)



vMPF Introduction

Welcome to the Virtual Military Personnel Flight (vMPF). From this page you can access any of the various online personnel applications applicable to you. The links on this page will allow navigation to the application of your choosing.

We urge you to use the secure log off whenever you are finished with the vMPF. Just click the button in the upper right hand corner of any page and you'll be set. Thanks.

We'll look at
“Retraining”
as an
example

- [FAQ](#)
- [Glossary](#)
- [Known Problems](#)
- [Case Management System](#)

System Announcements

- [RETIREMENT Application Suspended](#)
- [Address or phone number problems](#)

Helpful Links

- [Civilian-Employer-Update](#)
- [My Pay \(Formerly E/MSS\)](#)
- [Unit Email Address Capture Form](#)
- [Rec. of Emergency Data Briefing](#)
- [Accrual Travel Voucher](#)





Address http://iteask/readiness/default.aspx

ods1=56

AIR FORCE
PERSONNEL

Home Career Planning Personnel

Retraining[NCORP Eligibility](#)[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

**Detailed
information
about
Retraining on
the web**

Introduction Page

Retraining

Introduction

Welcome to the retraining module of the Personnel Processing Application. This module provides the capability for first term and career airmen to request voluntary retraining under the Career Airmen Reenlistment Reservation System (CAREERS) Retraining Program or the Non-Commissioned Officer Retraining Program (NCORP). The governing instruction for this program is [AFI 36-2626, Airman Retraining Program](#).

The overall objective of the retraining program is to balance the career force of each Air Force Specialty Code (AFSC) as needed. Additionally, the program allows individual airmen a choice of career fields from which to pursue an Air Force career and provides a method to return airmen disqualified from their current AFSC to a productive status.

The CAREERS Retraining Program allows first term airmen to retrain into skills where a shortage exists. If a first term airman meets the CAREERS eligibility requirements, he or she may apply to retrain into one of the open quotas found in the First Term Airman (FTA) column of the Retaining Advisory.

The NCORP is designed to move NCOs from Air Force Specialty Codes (AFSC) with significant overages into AFSCs with NCO shortages. This program consists of two phases: The first phase is voluntary and the second phase is involuntary. This module provides the capability for **voluntary** retraining only. If a second term or career airman meets NCORP eligibility requirements, he or she may apply to retrain into one of shortage AFSCs identified on the Retraining In Objectives on the Retaining Advisory.

Local intranet



AIR FORCE PERSONNEL CENTER

HOME Contact Center

Search:

GO

[Home](#) [Career Planning](#) [Personal Info](#) [Personnel Services](#) [AFPC Reference](#) [MSS Support](#) [Links](#)

Retraining

NCORP Eligibility

[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

NCORP Eligibility

The NCORP is for second term airmen or career airmen only. As a second term airman or career airman, you must meet the following criteria to be eligible for retraining under this retraining program:

Meet eligibility criteria of the Enlisted Retraining Management Section (HQ AFPC/DPPAET) message announced at the start of each fiscal year program.

NCOs must possess a 5-skill level or above in Control Air Force Specialty Code (CAFSC), 3-skill level if no 5-skill level exists. Must not be under investigation by the Office of Special Investigation (OSI) or Law Enforcement officials (excluding normal security clearance)

Most recent Enlisted Performance Report (EPR) must be at least 3 or higher, not be a referral and not be a projected referral

Must not be ineligible for promotion or reenlistment

Must not be in Training Status Code "O" (not recommended for entry into upgrade training)

If you understand the eligibility requirements for your retraining program and are ready, select the Submit/Review Retraining Request link to begin the retraining process.

[Print This Page](#)[Close](#)

**Retraining**[NCORP Eligibility](#)[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

Retraining Advisory

Instructions: The listing below displays the current retraining "IN" and retraining "OUT" quotas. First Term Airmen (FTA) who desire to apply for retraining and are in their eligibility window will look at the available quotas in the "FTA" columns. All other members must use the column with their grade or if selected for promotion, their projected grade.

A brief explanation of each column will be displayed as you mouse-over the column headings. Click on the AFSC to see the AFSC description. Click on the three character code under ADVISORY NOTES to see a description of the code. You may click on the Advisory Notes link below to see a list of all advisory notes.

							OVERSEAS			
<u>TYPE</u>	<u>AFSC</u>	<u>FTA</u>	<u>SSGT</u>	<u>TSGT</u>	<u>MSGT</u>	<u>SMSGT</u>	<u>ADVISORY NOTES</u>	<u>IMBALANCE</u>		

[Advisory Notes](#)[Print This Page](#)[Close](#)

Local intranet



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HOME Contact Center

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GO

Home Career Planning Personal Info Personnel Services AFPC Reference MSS Support Links

Retraining

[NCORP Eligibility](#)[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

Request for Retraining

January 5, 2006

1. Check the appropriate retraining reason box below:
2. The Request for Retraining form is provided for you to identify up to 5 AFSCs you are interested in retraining into. The AF Contact Center will validate your eligibility, determine which AFSCs you qualify for and list any requirements needed for entering AFSCs.
3. Select at least 3 AFSCs you are interested in retraining into, in the order of your preference then click the Submit link below to forward your request to the AF Contact Center. Because you will compete with other eligible enlisted members Air Force-wide requesting the same AFSC(s) for retraining, you are highly encouraged to apply for the maximum number of 5 AFSCs on this Request for Retraining:
1st Choice
2nd Choice
3rd Choice
4th Choice
5th Choice
4. It is encouraged that you discuss the scope and duty requirements of these AFSCs with airmen who work in these specialties.

Drop down boxes with easy to follow directions

Local intranet



AIR FORCE PERSONNEL CENTER

HOME Contact Center

Search:

Home Career Planning Personal Info Personnel Services AFPC Reference MSS Support Links

Retraining

[NCORP Eligibility](#)[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

Response from Contact Center

Retraining Application

January 5, 2006

Voluntary Retraining Application from Senior Airman John Smith, SSAN

PROJ Grade:

TAFMSD:

ORGANIZATION:

INSTALLATION:

SERVICING MAINT:

DUTY PH:

REASON:

1. The AF Contact Center has reviewed your retraining request, and you are qualified to retrain into one or more of the AFSCs you requested as indicated below:

1st Choice: 1A01B - Flight Engineer Helicopter
Is the member qualified to retrain into this AFSC?

 No

2nd Choice: 1C111 - Air Traffic Control Helper
Is the member qualified to retrain into this AFSC?

 Yes

3rd Choice: 1N011 - Intel Applic Helper
Is the member qualified to retrain into this AFSC?

 No

4th Choice:
Is the member qualified to retrain into this AFSC?

5th Choice:
Is the member qualified to retrain into this AFSC?



AIR FORCE PERSONNEL CENTER

HOME Contact Center

Search:

[Home](#) [Career Planning](#) [Personal Info](#) [Personnel Services](#) [AFPC Reference](#) [MSS Support](#) [Links](#)**Retraining**[NCORP Eligibility](#)[CAREERS Eligibility](#)[Retraining Advisory](#)[Submit/Review Retraining Request](#)[Submit Retraining Application](#)[Withdraw Retraining](#)[Glossary](#)

Retraining Application Commander Coordination

January 5, 2006

Senior Airmen John Q Smith has submitted an application for retraining that requires your coordination. Member's basic eligibility has been verified by the Air Force Contact Center. Please review the member's application and supporting documentation, and after reviewing complete the appropriate boxes below.

1. Individual's attitude, behavior, and record indicates a probability of success for retraining. If no, please explain in the Comm --Select

2. There are no quality factors that preclude this individual from retraining. If yes, please explain in the Comments box below. --Select

3. I recommend approval. If --Select then explain in the Comments box below.

4. Enter your name:

5. Enter your unit and office symbol:

Email will be sent to your CC, indicating pending action

Local intranet



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**So, what about the other
processes being centralized
31 March 06?**

How will they be done?



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Retraining

■ Today

- Member makes numerous visits to the MPF
- Member hand-carries retraining application to CC for recommendation
- MPF QCs package and updates MILPDS

■ 31 March

- Member reviews eligibility/counseled through web-based application
- Member submits application through the web-based application
- Transactional work/updates conducted by Contact Center
- Member receives email notification when status changes
- Check status through vMPF web-based application

■ What it means to me?

- Less time away from the duty location
- 24/7 access to application and counseling

■ What's new to me?

- Complete application / counseling on-line
- Scan and attach or FAX required documents



Personnel Services Delivery Transformation
"Supporting the Warfighter through World Class Personnel Services"



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Classification

- Today
 - Managed by the MPF
- 31 March
 - CSS will manage CAFSC/SEI/AFSC update actions
 - CSS submits Duty out of CAFSC and disqualifications through web-based application
- What it mean to me?
 - No Changes
- What's new to me?
 - No changes - this is a CSS application



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



U.S. AIR FORCE

Accessions

- **Today**

- **MPF tracks accessions**
- **CSS gains member in MilPDS**
- **Transactional work completed by the MPF**

- **31 March**

- **CSS tracks accessions**
- **CSS gains member in MilPDS**
- **CSS collects required documents from member**
- **CSS completes accession processing web-based application**
- **Contact Center completes updates to establish pay record**

- **What it means to me?**

- **Report to your CSS for in-processing**
- **Your CSS will take a more active role in tracking your inbound accessions**

- **What's new to me?**

- **No changes - this is a CSS application**



Personnel Services Delivery Transformation
"Supporting the Warfighter through World Class Personnel Services"



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Evaluation Appeals

- **Today**

- **MPF counsels member**
- **MPF corrects minor administrative errors**
- **MPF assists member in completing appeal package**
- **MPF Forwards package to AFPC**

- **31 March**

- **Contact Center counsels / assists member**
- **MPF corrects minor administrative errors**
- **Member completes appeal package using web-based application**

- **What it means to me?**

- **Less time away from the duty location**
- **24/7 access to application and counseling**

- **What's new to me?**

- **Complete appeal application on-line**
- **Scan and attach or FAX required documents**



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



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BCMR Actions

- Today
 - MPF counsels member
 - Member forwards package to AFPC
- 31 March
 - Contact Center counsels / assists member
 - Member forwards package to AFPC
- What it means to me?
 - Less time away from the duty location
 - 24/7 access to counseling
- What's new to me?
 - No changes



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



U.S. AIR FORCE

Duty Status

- **Today**

- **CSS updates most duty status in MilPDS**
- **CSS forwards confinement, AWOL and deserter (AF IMT 2098) to MPF**
- **MPF updates confinement, AWOL and deserter in MilPDS**

- **31 March**

- **CSS updates most duty status in MilPDS**
- **CSS completes web-based application for confinement, AWOL and deserter**
- **Contact Center updates confinement in MilPDS**
- **BPO updates AWOL, deserter and lost-time in MilPDS**

- **What it means to me?**

- **No changes**

- **What's new for me?**

- **No changes**



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



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Duty History

- **Today**

- **Member identifies corrections to duty history**
- **CSS validates and updates member's duty history**

- **31 March**

- **Member identifies error / completes web-based application**
- **Contact Center validates and updates member's duty history**

- **What it means to me?**

- **Less time away from the duty location**
- **24/7 access to application and counseling**

- **What's new for me?**

- **On-line application for changes**
- **Scan and attach or FAX required documents**



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



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Retirements

■ Today

- MPF prepares AF IMT 1160
- Member hand carries to CC for recommendation
- MPF updates request in MilPDS
- Member reviews DD Form 214 worksheet
- MPF completes DD Form 214

■ 31 March

- Member submits retirement application via web-based application
- Commander reviews and makes recommendation via web-based application
- Contact Center updates MilPDS
- Member reviews DD Form 214 thru web-based application
- Contact center completes DD Form 214

■ What it means to me?

- Less time away from the duty location

■ What's new for me?

- Complete application on-line



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



U.S. AIR FORCE

Role of Personnelist at ~~MPF/CSS~~

- Responsible for remaining MPF/CSS programs
 - Casualty, Readiness, EPR/OPR tracking, etc
- Continued role advising CCs on personnel issues
- Assist Airmen and CCs with migration to web-based actions
 - Ensure you are aware and kept up-to-date of PSD changes, organizational changes, etc
- Assist Airmen and CCs with complex personnel programs

...With Fewer People



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What Does This Mean to Me?

- **Improved access to more accurate information**
 - 24/7 service via the Web and/or the Contact Center
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- **More direct control over career-affecting matters**
- **Less need for travel and waiting**
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Less time waiting
means more
productivity!

Enabling
Warfighters!





How Do I Get Ready?

- **Make sure your AF Portal account is active and up to date**
- **Find computer/phone access - on base or at home**
- **Understand MPFs are getting smaller**
- **Stay Informed!**

Prepare Now—Be Ready for Tomorrow



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Questions



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"